



Family &  
Community  
Services

# Specialist Homelessness Services Recontracting Webinar

December 2016



# A G E N D A

- Background
- Recontracting objectives
- Roles and responsibilities
- Provisional discussions – purpose / relevance / timeframes
- JWAs – clarification of expectations
- Q&A
- Contact Details

# Background

- In November 2015, the Minister for Family and Community Services (FACS) announced the extension of contracts for homelessness services to 2020.
- The decision to recontract services seeks to increase stability in the sector and strengthen existing JWAs.
- As such, the recontracting process provides an opportunity to:
  - Update program-level documentation to better reflect the organisational context in which services are delivered, and
  - Strengthen aspects of service delivery, where there is consensus to do so.

# Background

In Scope	Out of Scope
SHS Program	DVRE
Service Support Fund (SSF)	Youth Crisis 24/7 Accommodation
Inner City Restoration	HYAP Stage 2
2 x HYAP services funded ahead of select tender process	

- DVRE and Youth Crisis currently funded for 2 year period.
- HYAP Stage 2 funded to June 2020.

# Recontracting objectives

## ***Recontracting homelessness services until June 2020 aims to:***

- Provide increased stability to the homelessness sector through funding certainty.
- Provides an opportunity to strengthen existing service models.
- Provide support for JWAs to be maintained and strengthened.
- Further build the capacity and capability of the homelessness sector.
- Improve outcomes for clients.

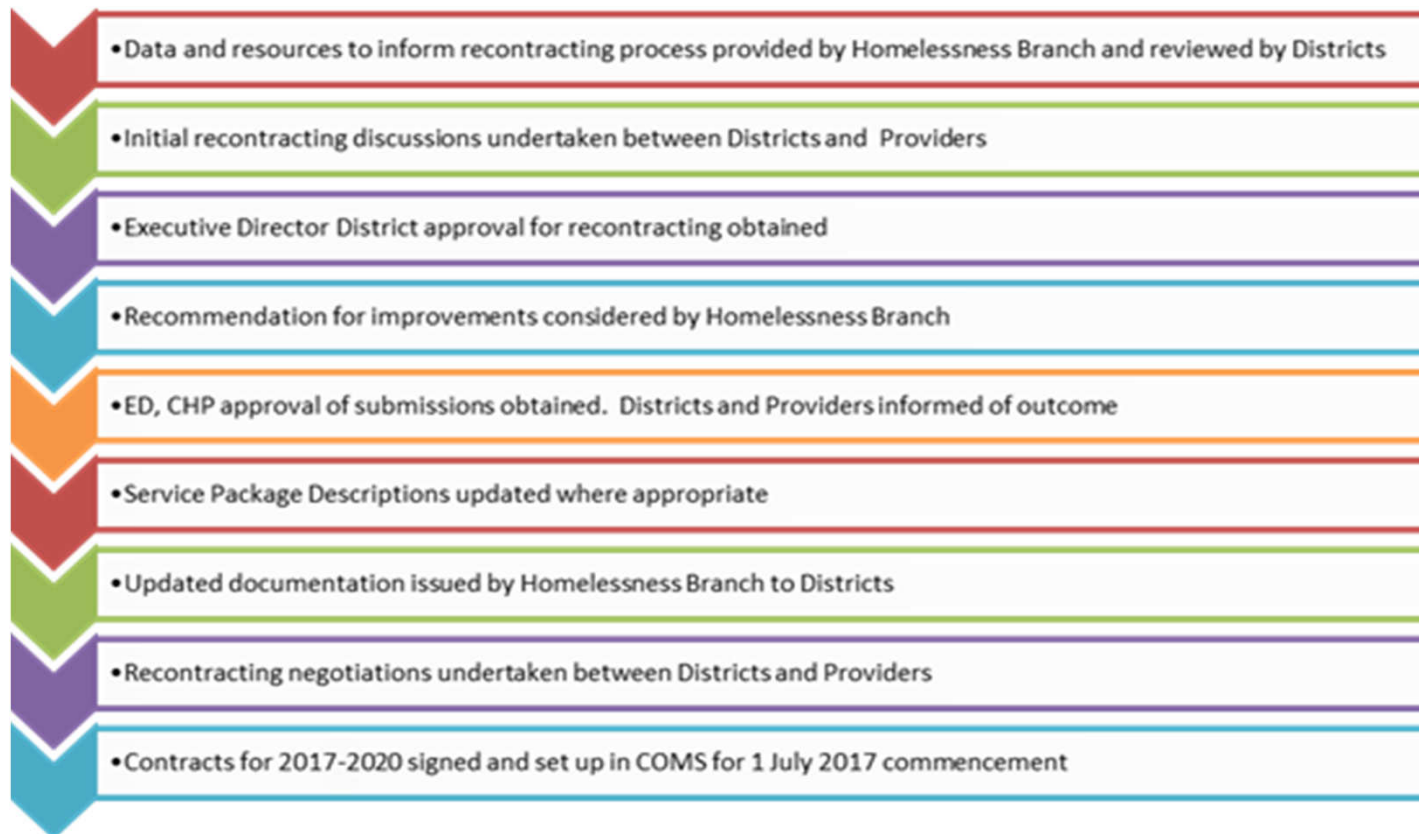
## ***Strengthening service models***

- Opportunity to enhance services to better meet client need and/or fill identified gaps.
- Will only be considered where there is supporting evidence and consensus between the provider, District and FACS Homelessness Branch.
- Agreed enhancements to service delivery to be undertaken within existing resources – no additional program funding is available for recontracting.

# Key Dates

Action	Responsibility	Date
Provisional discussions	Districts / Providers	November / early December 2016
Districts submit provisional recommendations	Districts	9 December 2016 (flexible)
Proposed recommendations review	Homelessness Branch	January 2017
Recommendations revision/consultation	Homelessness Branch	February 2017
Contract negotiations	Districts	March 2017
Commencement of contracts	Districts / Providers	July 2017

# Recontracting Milestones



# Roles and responsibilities

## ***Homelessness Branch***

- Drive, oversee and manage recontracting process.
- Support Districts throughout the recontracting process.
- Provide data, information and resources to Districts to inform recontracting process and discussions with providers.
- Review submitted District recommendations and work with Districts to revise and finalise throughout discussion stages.
- Manage resolution of issues and decision-making.

## ***Service System Commissioning***

- Provide advice and guidance to Homelessness Branch and District staff on JWA and subcontract agreements and processes.
- Provide advice on specific contracting issues.



# Roles and responsibilities

## ***FACS Districts***

- Circulate data, information and resources to providers to inform recontracting process and discussions.
- Schedule / undertake initial recontracting discussions with providers, consulting and reaching agreement on proposed enhancements where relevant.
- Lead on contract negotiations with providers, following approval from FACS central office on options for change.
- Work with Homelessness Branch to revise and finalise submissions throughout discussion stages.

# Roles and responsibilities

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## ***Service Providers***

- Participate in scheduled initial recontracting discussions with Districts, and propose opportunities for enhancement or strengthening where relevant.
- Undertake timely discussions with collaborating parties / boards, etc. to progress proposed recommendations.
- Collaborate with Districts to progress contract negotiations, following approval from FACS central office on options for change.

# Special Conditions

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## *Special Conditions for PLAs*

- Significant reform and service improvement developments are underway across FACS that will shape and inform the way in which services are delivered from 2017 onwards.
- As such, special conditions will be incorporated into Program Level Agreements (PLAs) to make clear the responsibilities of FACS and homelessness services.
- Proposed draft special conditions to be refined through consultation with associated program areas and FACS Legal.

# Special Conditions

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- **NSW Government Human Services Agreement**
- **JWAs**
- **Outcomes based commissioning**
- **Data requirements for providers who do not use the Client Information Management System (CIMS)**
- **Funding agreements (DVRE/Youth-Top-up)**

# Why are we having provisional discussions?

## ***Purpose***

- Identify possible opportunities for improving and/or strengthening service packages, and early visibility on potential risks or issues not previously advised, that may impact contract extensions.
- Provide Homelessness Branch with a good understanding of proposed service models across all recontracted services, with time to review and revise in consultation prior to contract negotiations taking place.

## ***Relevance***

- Existing services will be recontracted for 3 years from 1 July 2017.
- Opportunity to strengthen current service models to better meet client need – noting these will only be considered where there is consensus between providers, FACS Districts and Homelessness Branch to do so.
- Template promotes communication of consistent messaging across Districts.

# Provisional Discussions

## ***Context***

- Informal discussions only, to get a good understanding of proposed changes to service models across all recontracted services.
- Actual contract negotiations scheduled for March 2017.

## ***Questions***

- Initial discussions with service providers
  - Are there any areas relating to the service that require strengthening?
  - Proposed enhancements to service or additional focus areas?
  - Evidence base for proposed enhancements or additional focus areas?
  - Implications for service system?
  - Outcomes of discussion with service provider?
  - Has the service provider completed the Quality Assurance System (QAS) self-assessment?
- Co-contributions
  - Does the current contract include agreed co-contributions?
  - Will these co-contributions be recommitted in the next round of recontracting?
  - If no, what, if any, impact does this have?

# Provisional Discussions – JWAs

- Is this service package delivered via a JWA?
- Are there aspects of the JWA that require strengthening? If so, what are these?
- What additional support is required, if any, to strengthen the JWA?
- Are any changes to JWAs proposed? If so, what are these?
- Are these changes supported by the District?
- What discussions have taken place between the lead entity and collaborating parties? What were the outcomes?

# Joint Working Agreements (JWAs)

## *Expectations*

- Maintaining and strengthening existing JWAs is a key objective of the recontracting process.
- Possible ideas for strengthening:
  - Increasing the representation of Aboriginal organisations in a JWA;
  - Creating stronger linkages with community housing providers.
- Leads should familiarise themselves with JWA content in the Recontracting Guidelines and JWA Guidelines.
- Provisional discussion timeframes flexible for liaising with collaborating parties/Boards.
- Support and advice on JWAs available under the SHS Industry Partnership, FACS Service System Commissioning and Homelessness Branch (contact details at end of presentation).



# Translating and Interpreting Services

- Does service require and/or access translating and interpreting services?
- If so, are translating and interpreting services accessed by the Lead Entity/collaborating parties/refuges/outlets, etc.?
- Details of entity/entities accessing translating and interpreting services? What is the approx. no. of calls and cost incurred per entity per month?
- What is the District's assessment of service's need/priority level for access to translating and interpreting services?



# Questions

# Contact Details

<b>All processes</b>	Joe Parsons, Manager, Homelessness Branch Ph: 02 8753 8468 e-mail: <a href="mailto:joe.parsons@facs.nsw.gov.au">joe.parsons@facs.nsw.gov.au</a>
	Gail Petrie, A/Senior Program Officer, Homelessness Branch Ph: 02 8753 8477 e-mail: <a href="mailto:gail.petrie2@facs.nsw.gov.au">gail.petrie2@facs.nsw.gov.au</a>
<b>JWA / Contracting-specific issues</b>	David Whyte, Manager Prudential Oversight, Service System Commissioning Ph: 02 9716 2701 e-mail: <a href="mailto:david.whyte@facs.nsw.gov.au">david.whyte@facs.nsw.gov.au</a>
<b>Other support contacts</b>	The Industry Partnership Ph: 02 8354 7602 or e-mail: <a href="mailto:project@shssectordev.org.au">project@shssectordev.org.au</a>
	Homelessness NSW – Katherine McKernan, CEO Ph: 02 8354 7605 e-mail: <a href="mailto:katherine@homelessnessnsw.org.au">katherine@homelessnessnsw.org.au</a>
	DVNSW – Moo Baulch, CEO Ph: 02 9698 9777 e-mail: <a href="mailto:ceo@dvnsw.org.au">ceo@dvnsw.org.au</a>
	Yfoundations – Michael Coffey, CEO Ph: 02 8306 7900; 0425 228 758 e-mail: <a href="mailto:michael@yfoundations.org.au">michael@yfoundations.org.au</a>
<b>General JWA Advice</b>	Justice Connect – Savi Manii, Manager Advice (NSW), Not-for-profit Law Ph: 02 8599 2115 e-mail: <a href="mailto:savi.manii@justiceconnect.org.au">savi.manii@justiceconnect.org.au</a>

# Resources

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- <http://www.housing.nsw.gov.au/help-with-housing/specialist-homelessness-services/info-hub-for-service-providers/sector-updates>